

Staffing Guide

Position Description			Telecommunications Operator		
What Determines Staffing Standard (Circle key factors that apply)	<ul style="list-style-type: none"> • Hours of Operation ___X___ • Occupancy Rate ___X___ • Seasonal/Peak Workload ___X___ 	<ul style="list-style-type: none"> • Staff Supervised _____ • Facility Layout _____ • Facility Size _____ 	<ul style="list-style-type: none"> • Facility Age _____ • _____ • _____ 		
Workload/Staffing Comments: Primary telephone system greeter, transferring calls to appropriate department/person in order to meet caller needs in a timely manner. Hours of work will be flexible to meet peak caller demands.					
	Small (1-75 rooms)	Medium (76-199 rooms)	Large (200-399 rooms)	Extra Large (400-799 rooms)	Super Large (799+ rooms)
Staffing Standard	Not Authorized	See Alternative Staffing Standard	** 1 (NF-1) scheduled Monday-Friday (normal business hours)	** 2 (NF-1) scheduled 6 days per week (extended hours)	** 3 (NF-1) scheduled 7 days per week (0700-2200)
Alternate Staffing Standard (If Required)	None	* 1 (NF-1)	* 1 additional (NF-1)	1 additional NTE 40 hours to meet seasonal/peak demand periods	* 2 additional (NF-1)
Explanation of Alternative Staffing Standard: * Positions are added to meet peak workload or peak seasons when Desk Clerks cannot handle volume. Maximum use should be made of flex and seasonal employees.					
Staffing Standard Footnotes ** Telecommunications Operators should be used where no telecommunications auto attendant features are available. Balance must be found between overall staffing levels of Reservation Agents, Desk Clerks and Telecommunications Operators.					